



OFFICE SPECIALIST II

ANIMAL SERVICES — POLICE DEPARTMENT

This is an exciting opportunity to work in an innovative and fast paced, multi-discipline environment focusing on customer service.



The deadline for applications is:
December 2nd, 2014 at 12:00 noon.



ABOUT US

Recently ranked second on the “Best Run City in America” list by 24/7 Wall St. and America’s third “Sharpest, Smartest City” by Reader’s Digest, the City of Fremont is a City continuing to move forward! Located in the heart of the Bay Area and Silicon Valley, this strategically urban city prides itself on innovation, green technology, a low crime rate, great schools, a low unemployment rate, and an incredibly diverse population of over 220,000 residents. As a full service City, Fremont employs over 864 regular employees and has an annual operating budget of \$156.8 million dollars. Fremont is an employer that values its people, creativity, quality service, integrity, open communication, mutual respect, and diversity.

The Animal Services is a division of the Fremont Police Department and is responsible for protecting lost and injured animals for our communities as well as providing a safe haven for adoptable pets.

AS AN OFFICE SPECIALIST II YOU WILL:

- Serve as a primary source of information and problem solving for the Animal Licensing Program.
- Understand department programs, services and applicable municipal codes in order to provide effective and accurate customer service.
- Perform a wide variety of routine clerical work including filing, checking, tracking, recording information, receiving, sorting and distributing incoming and outgoing correspondence and mail.
- Receive and process daily cash payments.
- Answer Animal Services phone lines and back-up for dispatchers as needed.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Represent City in administrative appeal hearings.
- Perform other duties as assigned.

EDUCATION, EXPERIENCE AND CERTIFICATIONS

Any combination of education and/or experience that has provided the knowledge and skills necessary to satisfactory job performance would be qualifying.

Education: Completion of the twelfth grade or equivalent.

Experience: Two (2) years of general clerical experience, or experience in an animal shelter or veterinary hospital.

Licenses/Certificates/Special Requirements: Possession of a valid California Driver’s License at the time of appointment may be required.

IDEA CANDIDATE:

The ideal candidate must demonstrate the ability to communicate effectively both orally and in writing while working in a diverse environment. In addition, the ideal candidate:

- Has an interest in animal welfare and sheltering.
- Has customer service work experience with an animal shelter or animal hospital is highly desirable.
- Demonstrates initiative and the ability to develop effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Demonstrates the ability to approach a situation or problem by defining the problem or issue; determines the significance of problem(s); collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Demonstrates the ability to handle multiple projects and responsibilities simultaneously, including handling a wide variety of assignments.



COMPENSATION & BENEFITS

The annual salary is \$48,771 — \$59,281 depending on qualifications. Fremont offers an attractive benefits package, which includes, but is not limited to: CalPERS retirement plan, paid holidays, medical, dental and other city paid benefits. A complete benefits summary can be found at Fremont.gov or by using this link:

Benefits Summary

This position is represented by the FACE bargaining unit. The probationary period for this position is six(6) months.

READY TO APPLY?

To be considered for this position, apply online by submitting a completed City application, supplemental questionnaire, and resume and cover letter through our on line application system: www.fremont.gov/cityjobs

The test process for this position may include a written and/or performance exam, an individual and/or panel interview and, a full police background, including polygraph. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

Reasonable Accommodation

Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs a minimum of 5 days in advance of the selection process by calling (510) 494-4660. The City of Fremont is an Equal Opportunity Employer.

Tentative Recruitment Schedule

First Review: Week of December 2, 2014

Oral Interview: Week of December 15, 2014

Start Date: End of January 2015

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HUMAN RESOURCES DEPARTMENT

City of Fremont

3300 Capitol Avenue, Building B

Fremont, CA 94538

